

Teen Link Phone Room Supervisor Job Description

This is an excellent opportunity for an individual with a passion for supporting and empowering youth. Teen Link is an anonymous, confidential and nonjudgmental, peer-to-peer help line for teens, open 6 PM-10 PM daily. Teen Link Chat is also offered On Mondays, Tuesdays and Thursdays. Teen Link is seeking dynamic, intelligent, open-minded, articulate and dedicated individuals to support our professionally trained youth phone workers on the help line as volunteer Phone Room Supervisors. Please note—this is a non-paid, volunteer position.

Desired Qualifications:

- An open-minded, non-judgmental adult 21 or older
- Experience working on a help line
- Knowledge of local non-profit and human service community
- Excellent communication and active listening skills
- Punctual, responsible and willing to work as part of a team
- Willingness and ability to accept supervision and feedback
- A positive and respectful attitude towards callers, youth volunteers, co-workers, and clinical staff
- No unresolved issues affecting ability to do crisis phone work and online emotional support
- Completion of training as assigned by Teen Link Staff, including training on Online Emotional Support skills
- Attendance at three 4-hour listening shifts on the Teen Link phone line and completion of all tasks, worksheets and activities as assigned by the Teen Link Staff
- Strong desire to empower youth

Responsibilities:

- Work three 4-hour shifts per month supervising calls and chats , including a minimum of one Friday or Saturday shift
- Attend one meeting held on the 3rd Sunday of each month, from 4:00 PM-5:30 PM
- Support Phone Workers as they gather information, assist clients in clarifying issues and feelings, identifying resources and developing action plans
- Help with promotion and marketing of program as instructed by Teen Link staff, usually in the form of tabling at summer community fairs with youth volunteers
- Participate in Teen Link trainings, events and other activities as needed

For more information, please contact Anna Kallis at akallis@crisisclinic.org